Task Order 76 – IFAP/Schools Portal Support

IFAP/Schools Portal Monthly SLA Metrics Report
Deliverable 76.1.1f

Period Ending: 12/31/01

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Introduction

This is the monthly metrics report for Task Order 76, IFAP and Schools Portal Support Operations. The purpose of this task order is to provide the capability to sustain the IFAP and Schools Portal applications such that Schools Channel customers can be provided with integrated, timely, and user-friendly access to existing information databases and resources. This report measures Accenture's performance in providing support as defined in the Metrics Based Service Targets Document.

Executive Summary

Work Accomplished During This Period

- Continued to provide user support to the CSCC in regards to user support, application bug fixing, updates, and enhancements.
- Continued to provide user support to the CSCC in regards to Interwoven deployments.
- Continued to provide user support to the CSCC in regards to IFAP/Schools Portal databases maintenance.
- Submitted suggestions for improving the IFAP and School Portals search help pages.
- Continued efforts on improving the performance of the Autonomy search engine.

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Help Desk Monthly Throughput

Incoming Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support		1	1	**2**
Misc. Requests/Enhancements		5	22	**27**
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests			3	**3**
VDC Outages	1			**1**
Monthly Total	**1**	**6**	**26**	**33**

Resolved Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support		1	1	**2**
Misc. Requests/Enhancements		5	22	**27**
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests			3	**3**
VDC Outages	1			**1**
Monthly Total	**1**	**6**	**26**	**33**

Outstanding Requests

Request Type	High	Medium	Low	Total
SFA TeamSite ID's				
SFA TeamSite Access				
User Support				
Misc. Requests/Enhancements			2	**2**
IFAP Autonomy Links				
Schools Portal Autonomy Links				
Complex Requests		2	8	**10**
VDC Outages				
Monthly Total		**2**	**10**	**12**

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Metrics Definitions

- *Metric 1.0 (Resolution Quality)* – This metric measures the level of rework effort required for completed requests. A rework request is one that is submitted that identifies a problem with the given solution for a previously closed request.
- *Metric 1.1 (Work Estimate Accuracy)* – This metric measures the accuracy of the work effort estimates provided to SFA for complex requests. The target is to complete a request within a 20% variance from the actual effort it takes to resolve the request.
- *Metric 1.2 (Service Reporting Delivery)* – This metric covers the timely delivery of the monthly metrics reports. It is measured by the number of days from the delivery target to the 7th day of the month.

Metrics Report Summary

Service Level	Description	Current Month		Quantity
		Target	**Actual**	
1.0	Resolution Quality	90%	100%	30 of 30
1.1	Work Estimate Accuracy	90%		
1.2	Service Reporting Delivery	7th of Month	1/7/02	

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Incentive-Based Metrics Definitions

- *Metric 2.0 (SFA TeamSite ID's)* – Requests for creating or modifying TeamSite ID's will be resolved within one business day.
- *Metric 2.1 (SFA TeamSite Access)* – Requests for modifying user access privilege to the TeamSite server will be resolved within 4 hours.
- *Metric 2.2 (User Support)* – Requests for user support for clarification/explanation of how to use software products like Interwoven, Viador, Oracle, Autonomy, etc., will be resolved within one business day.
- *Metric 2.3 (Misc. Requests/Enhancements)* – Requests for application bug fixing and/or enhancements that do not fall within another definition or are not a complex request. These will be resolved within one business day for requests that have a High priority, two business days for Medium priority, and five business days for Low priority requests.
- *Metric 2.4 (IFAP Autonomy Hyperlinks)* – Requests for new hyperlinks to documents residing within the file structure of the IFAP site, to be included in the Autonomy search capability, will be resolved within one business day.
- *Metric 2.5 (Schools Portal Hyperlinks)* – Requests for new hyperlinks to external websites for the Schools Portal site, to be included in the Autonomy search capability, will be resolved within three weeks.

Incentive-Based Metrics Summary

Service Level	Description	Current Month		Quantity
		Target*	Actual	
2.0	SFA TeamSite ID's	96%		
2.1	SFA TeamSite Access	96%		
2.2	User Support	96%	100%	2 of 2
2.3	Misc. Requests/Enhance.	96%	100%	24 of 24
2.4	IFAP Autonomy Hyperlinks	96%		
2.5	Schools Portal Autonomy	96%		
	Totals	96%	100%	26 of 26

* The incentive is met when the *combined* percentage of all incentive-based metrics met is at or above 96%.

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IFAP Monthly Usage Statistics

The following is a description of the statistics for subscription option usage for the IFAP site.

- *Statistic 3.0* - Number of unique IFAP users that subscribe to one or more of the subscription options.
- *Statistic 3.1* - Number of unique IFAP users that subscribe to *only* the default (weekly) option.
- *Statistic 3.2* - Number of unique IFAP users that subscribe *only* to option #2 (Frequently generated IFAP documents).
- *Statistic 3.3* - Number of unique IFAP users that subscribe *only* to Option #3 (IFAP additions by Publication Type).
- *Statistic 3.4* - The five most common publication types subscribed to in Option #3.
- *Statistic 3.5* - Number of unique IFAP users that subscribe *only* to Option #4 (IFAP additions by Program/Service).
- *Statistic 3.6* - The five most common topics subscribed to in Option #4.

Number	Description	Value(s)	% Change
3.0	Users subscribing to one or more options	**1,130**	**2.9% (+33)**
3.1	Users subscribing only to default option	**32**	**12.5% (+4)**
3.2	Users subscribing only to Option #2	**3**	**0% (+0)**
3.3	Users subscribing only to Option #3	**31**	**12.9% (+4)**
3.4	Five most common types from Option #3	1. SFA Handbooks (601)	
		2. Federal Registers (573)	
		3. Training Guides (565)	
		4. NSLDS Reference Materials (565)	
		5. FAFSAs and Renewal FAFSAs (560)	
3.5	Users subscribing only to Option #4	**2**	**-50% (-2)**
3.6	Five most common topics in Option #4	1. Training/Conferences/Meetings (598)	
		2. Federal Pell Grant Program (577)	
		3. National Student Loan Data System (NSLDS) (576)	
		4. Campus Based Programs (568)	
		5. FAFSA Processing/SAR/ISIR (566)	

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Appendix A – Monthly Request Summary

Date Opened	Title	Priority	Status	Date Closed	Incentive Met
12/3/01 11:30 AM	SIR 384	Medium	Closed	12/3/01 3:00 PM	Yes
12/3/01 12:30 PM	SIR 386	Low	Closed	12/3/01 1:15 PM	Yes
12/3/01 1:30 PM	SIR 385	Low	Closed	12/3/01 3:45 PM	Yes
12/3/01 3:30 PM	SIR 387	Low	Closed	12/4/01 8:45 AM	Yes
12/3/01 4:51 PM	Update Escalation Procedures	Low	Closed	12/7/01 3:03 PM	Yes
12/5/01 3:15 PM	Add SFA Coach DB to Search List	Low	Closed	12/7/01 9:45 AM	N/A[1]
12/6/01 10:30 AM	Research Interwoven Log files	Low	Closed	12/28/01 9:00 AM	N/A[2]
12/6/01 10:45 AM	SIR 388	Low	Closed	12/6/01 1:15 PM	Yes
12/6/01 11:30 AM	Schools Portal Site Partially Down	High	Closed	12/6/01 1:30 PM	N/A[3]
12/6/01 2:30 PM	SIR 389	Low	Closed	12/31/01 3:15 PM	N/A[2]
12/7/01 10:30 AM	SIR 390	Low	Closed	12/7/01 2:30 PM	Yes
12/7/01 10:45 AM	SIR 391	Medium	Closed	12/7/01 2:15 PM	Yes
12/7/01 3:00 PM	Update CurrentEFCInformation jsp	Medium	Closed	12/7/01 3:30 PM	Yes
12/12/01 11:00 AM	SIR 395	Low	Closed	12/12/01 2:30 PM	Yes
12/12/01 11:00 AM	SIR 392	Low	Closed	12/12/01 1:30 PM	Yes
12/12/01 11:00 AM	SIR 393	Low	Closed	12/12/01 2:00 PM	Yes
12/12/01 11:45 AM	SIR 394	Low	Closed	12/17/01 9:45 AM	Yes
12/13/01 3:50 PM	SIR 397	Low	Closed	12/18/01 10:00 AM	Yes
12/13/01 3:50 PM	SIR 398	Low	Closed	12/19/01 1:14 PM	Yes
12/13/01 3:50 PM	SIR 396	Low	Closed	12/27/01 4:00 PM	Yes
12/14/01 11:30 AM	DCR Questions	Medium	Closed	12/18/01 3:15 PM	Yes
12/14/01 11:30 AM	SIR 400	Medium	Closed	12/20/01 10:00 AM	Yes
12/18/01 9:30 AM	SIR 402	Low	Closed	12/19/01 3:45 AM	Yes
12/18/01 11:46 AM	SIR 403	Low	Closed	12/19/01 4:50 PM	Yes
12/19/01 9:15 AM	IFAP Subscription Email Problem	Low	Closed	12/20/01 10:00 AM	Yes
12/19/01 11:00 AM	SIR 404	Medium	Closed	12/19/01 4:50 PM	Yes
12/19/01 3:45 PM	Allow Images Directory to Deploy	Low	Open		N/A[4]
12/20/01 10:00 AM	Users cannot see images in HTML	Low	Open		N/A[4]
12/20/01 10:00 AM	Add New Subscription Statistic	Low	Open		N/A[4]
12/20/01 10:00 AM	Remove Interwoven Workareas	Low	Closed	12/21/01 9:00 AM	Yes
12/20/01 2:30 PM	SIR 406	Low	Closed	12/27/01 12:30 PM	Yes
12/21/01 11:00 AM	SIR 407	Low	Closed	12/21/01 2:15 PM	Yes
12/26/01 9:30 AM	SIR 408	Low	Closed	12/26/01 9:00 AM	Yes

1. This request was not a request from CSCC, therefore no incentive is applicable

2. Complex requests not applicable to the incentive fee
3. VDC Outage not applicable to the incentive fee
4. These requests were still open at the end of December

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Appendix B – Monthly Availability

This chart displays monthly availability for the websites. Availability Percentage is based on a 24-hour day, and excludes scheduled downtime for maintenance.

Date	Availability %	Notes
(Sat) 1 Dec 2001	100%	
(Sun) 2 Dec 2001	100%	
(Mon) 3 Dec 2001	87.5%	VDC reported two instances of switch failures (3 hours total downtime)
(Tue) 4 Dec 2001	100%	
(Wed) 5 Dec 2001	100%	
(Thu) 6 Dec 2001	87.5%	1. VDC Reported a switch failure (1 hour downtime) 2. JRun and Viador failed on Schools Portals site (2 hour downtime)
(Fri) 7 Dec 2001	100%	
(Sat) 8 Dec 2001	100%	
(Sun) 9 Dec 2001	100%	
(Mon) 10 Dec 2001	100%	
(Tue) 11 Dec 2001	100%	
(Wed) 12 Dec 2001	79.2%	VDC Reported similar switch failure (5 hours downtime)
(Thu) 13 Dec 2001	100%	
(Fri) 14 Dec 2001	100%	
(Sat) 15 Dec 2001	100%	
(Sun) 16 Dec 2001	100%	
(Mon) 17 Dec 2001	100%	
(Tue) 18 Dec 2001	98.9%	Software installation failure brought IFAP down (15 minutes total downtime)
(Wed) 19 Dec 2001	100%	
(Thu) 20 Dec 2001	100%	
(Fri) 21 Dec 2001	100%	
(Sat) 22 Dec 2001	100%	
(Sun) 23 Dec 2001	100%	
(Mon) 24 Dec 2001	100%	
(Tue) 25 Dec 2001	100%	
(Wed) 26 Dec 2001	100%	
(Thu) 27 Dec 2001	100%	
(Fri) 28 Dec 2001	100%	
(Sat) 29 Dec 2001	100%	
(Sun) 30 Dec 2001	100%	
(Mon) 31 Dec 2001	100%	

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